

# **APPENDIX I**

## **GLOSSARY OF TERMS**

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### **Authentication**

Authentication is the means by which assurance of the identity of parties to a transaction is established.

### **Confidentiality**

Confidentiality is the assurance that no one is able to eavesdrop on the transaction in progress.

### **Digital Divide**

The "digital divide" is the gap in opportunities experienced by those with limited accessibility to technology especially, the Internet. This includes accessibility limitations in Social Issues (need to talk to a person, etc.), Cultural Issues (language barriers, etc.), Disability Issues (ADA, etc.), Economic Issues (access to technology devices), Learning Issues (marketing, overcoming unfamiliarity, changing habits).

### **Digital Society**

A society or community that is well advanced in the adoption and integration of digital technology into daily life at home, work and play. A Digital Society is one that is advanced in the adoption of the New Economy.

### **e-government**

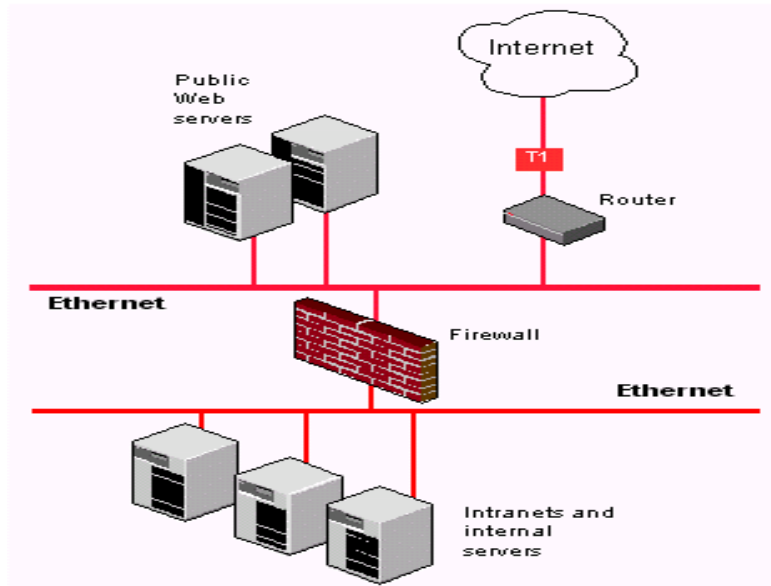
The transformation of internal and external business processes toward customer-centricity based upon service delivery opportunities offered by new communications technologies (such as Web-based technologies) to better fulfill the purposes of government to provide efficiency and effectiveness as well as fairness and equitability.

### **Firewall**

A firewall is a method for keeping a network secure. Firewalls are widely used to give users access to the Internet in a secure fashion as well as to separate a company's public Web server from its internal network. They are also used to

keep internal network segments secure. For example, a research or accounting subnet might be vulnerable to snooping from within.

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### **Firewall Placement**

An organization's public Web sites reside outside the firewall, but intranet servers and all internal computing resources are inside the firewall.

### **FTP**

(File Transfer Protocol) A protocol used to transfer files over a TCP/IP network (Internet, UNIX, etc.). For example, after developing the HTML pages for a Web site on a local machine, they are typically uploaded to the Web server using FTP.

FTP includes functions to log onto the network, list directories and copy files. It can also convert between the ASCII and EBCDIC character codes. FTP operations can be performed by typing commands at a command prompt or via an FTP utility running under a graphical interface such as Windows. FTP transfers can also be initiated from within a Web browser by entering the URL preceded with ftp://.

Unlike e-mail programs in which graphics and program files have to be "attached," FTP is designed to handle binary files directly and does not add the overhead of encoding and decoding the data.

## **GB**

1. (GB) (gigabyte) One billion bytes (technically 1,073,741,824 bytes).
2. (Gb) (gigabit) One billion bits (technically 1,073,741,824 bits). Lower case "b" for bit and "B" for byte are not always followed and often misprinted. Thus, Gb may refer to gigabyte.

## **Hits**

The number of times a program or item of data has been accessed or matches some condition. For example, when you download a page from the Web, the page itself and all graphic elements that it contains each count as one hit to that Web site. If a search yields 100 items that match the searching criteria, those 100 items could be called 100 hits.

## **Home Page**

The first page retrieved when accessing a Web site. It serves as a table of contents to the rest of the pages on the site or to other Web sites.

## **IT Governance**

Cross-jurisdictional organizational structure that provides a decision-making process for the determination of the services, architecture, standards and policies for the organizations I/T. (Determination of who does what and how it gets decided as to who does what.)

## **IT Infrastructure**

The systems and network hardware and software that supports applications. I/T infrastructure includes servers, hubs, routers, switches, cabling, desktop, lap and handheld devices.

## **Infrastructure**

Those components that together offer, through connectivity and computing capability, the potential for all state entities to communicate with each other using voice, video, and data. Statewide infrastructure includes enterprise systems, transport and connectivity, and activities to monitor, maintain, secure, and recover the systems.

## **Internet**

1. A large network made up of a number of smaller networks.
2. (Internet) "The" Internet is made up of more than 65 million computers in more than 100 countries covering commercial, academic and government endeavors. Originally developed for the U.S. military, the Internet became widely used for academic and commercial research. Users had access to unpublished data and journals on a huge variety of subjects. Today, the Internet has become commercialized into a worldwide information highway, providing information on every subject known to humankind.

The Internet's surge in growth in the latter half of the 1990s was twofold. As the major online services (AOL, CompuServe, etc.) connected to the Internet for e-mail exchange, the Internet began to function as a central gateway. A member of one service could finally send mail to a member of another. The Internet glued the world together for electronic mail, and today, the Internet mail protocol is the world standard.

Secondly, with the advent of graphics-based Web browsers such as Mosaic and Netscape Navigator, and soon after, Microsoft's Internet Explorer, the World Wide Web took off. The Web became easily available to users with PCs and Macs rather than only scientists and hackers at UNIX workstations. Delphi was the first proprietary online service to offer Web access, and all the rest followed. At the same time, new Internet service providers rose out of the woodwork to offer access to individuals and companies. As a result, the Web has grown exponentially providing an information exchange of unprecedented proportion. The Web has also become "the" storehouse for drivers, updates and demos that are downloaded via the browser.

Although daily news and information is now available on countless Web sites, long before the Web, information on a myriad of subjects was exchanged via Usenet (User Network) newsgroups. Still thriving, newsgroup articles can be selected and read directly from your Web browser.

Chat rooms provide another popular Internet service. Internet Relay Chat (IRC) offers multi-user text conferencing on diverse topics. Dozens of IRC servers provide hundreds of channels that anyone can log onto and participate in via the keyboard.

## **Internet Domain Names**

An Internet domain name is an organization's unique name combined with a top-level domain name (TLD). For example, computerlanguage.com would be considered a "second level domain," although many also call it a "root domain." Following are examples of top level domains.

.com	commercial
.net	gateway or host
.org	non-profit organization

.edu	educational and research
.gov	government
.mil	military agency
.int	international intergovernmental

Outside of the U.S., the top-level domains are typically the country code; for example, UK for United Kingdom.

### **Intranet**

1. An in-house Web site that serves the employees of the enterprise. Although Intranet pages may link to the Internet, an intranet is not a site accessed by the general public.

Using programming languages such as Java, client/server applications can be built on Intranets. Since Web browsers that support Java run under Windows, Mac and UNIX, such programs also provide cross-platform capability.

Intranets use the same communications protocols and hypertext links as the Web and thus provide a standard way of disseminating information internally and extending the application worldwide at the same time.

2. The term as originally coined in the definition above has become so popular that it is often used to refer to any in-house LAN and client/server system.

### **MB**

1. (MB) (megabyte) One million bytes (technically 1,048,576 bytes).
2. (MB) (motherboard) On references to basic hardware components, MB often means motherboard or mainboard.
3. (Mb) (megabit) One million bits (technically 1,048,576 bits). Lower case "b" for bit and "B" for byte are not always followed and often misprinted. Thus, Mb may refer to megabyte.

### **Web Application**

Software based on the Web. This can refer to almost anything Web related, including a Web browser or other client software that can access the Web. It can refer to software that runs on Web sites or software that is stored on Web sites and downloaded to the user.

## **Web-based Application**

An application that is downloaded from the Web each time it is run. The advantage is that the application can be run from any computer, and the software is routinely upgraded and maintained by the hosting organization rather than each individual user. Some envision a future where everything is stored and downloaded from the Web, which is a return to the centralized processing architecture of the 1960s and 1970s.

## **Web Hosting**

Placing a customer's Web page or Web site on a commercial Web server. Many ISPs host a personal Web page at no additional cost above the monthly service fee, while multi-page, commercial Web sites are hosted at a very wide range of prices. The customer's registered domain name is typically used. A single computer can hold hundreds or even thousands of small Web sites, while larger Web sites use a dedicated computer or multiple computers.

## **Web Server**

A computer that provides World Wide Web services on the Internet. It includes the hardware, operating system, Web server software, TCP/IP protocols and the Web site content (Web pages). If the Web server is used internally and not by the public, it may be known as an "intranet server."

The term may refer to just the software and not the entire computer system. In such cases, it refers to the HTTP server that manages Web page requests from the browser and delivers HTML documents (Web pages) in response. The Web server also executes server-side scripts (CGI scripts, JSPs, ASPs, etc.) that provide functions such as database searching and e-commerce.

A single computer system used to provide all the Internet services for a department or a small company would include the HTTP server (Web pages), FTP server (file downloads), NNTP server (newsgroups) and SMTP server (mail service). This system with all its services could be called a Web server.

Web servers are also often used for vertical applications. Any network device, such as the print server in the example below, can contain an internal Web server (HTTP server) as the means for configuring the unit.

## **Web Site**

A server that contains Web pages and other files which is online to the Internet 24 hours a day.

## **World Wide Web**

An Internet facility that links documents locally and remotely. The Web document, or Web page, contains text, graphics, animations and videos as well as hypertext links. The links in the page let users jump from page to page (hypertext) whether the pages are stored on the same server or on servers around the world. Web pages are accessed and read via a Web browser, the two most popular being Internet Explorer and Netscape Navigator.

In the last half of the 1990s, the Web became "the" center of Internet activity, because the Web browser provided an easy, point and click interface to the largest collection of online information in the world. Ever since the Web became the focal point of the Internet, the amount of information has increased at a staggering rate.

The Web has also turned into an online shopping mall as almost every organization has added e-commerce capabilities. In addition, the Web has become a multimedia delivery system as new browser features and plug-in extensions allow for audio, video, telephony, 3-D animations and videoconferencing. Most browsers also support the Java language, which allows applications to be downloaded from the Net and run locally.

The fundamental Web format is a text document embedded with HTML tags that provide the formatting of the page as well as the hypertext links to other pages (URLs). HTML codes are common alphanumeric characters that can be typed with any text editor or word processor. Numerous Web publishing programs provide a graphical interface for Web page creation and automatically generate the codes. Many word processors and publishing programs also export their documents to HTML, thus users without learning any coding system can create Web pages. The ease of page creation has helped fuel the Web's growth.

Web pages are maintained at Web sites, which are computers that support the Web's HTTP protocol. When you access a Web site, you generally first link to its home page, which is an HTML document that serves as an index, or springboard, to the site's contents. Large organizations create and manage their own Web sites. Smaller ones have their sites hosted on servers run by their Internet service providers (ISPs). Countless individuals have developed personal Web home pages as many ISPs include this service with their monthly access charge. Individuals can post their resumes, hobbies and whatever else they want as a way of introducing themselves to the world at large.

The Web spawned the Intranet, an in-house, private Web site for internal users. It is protected from the Internet via a firewall that lets Intranet users out to the Internet, but prevents Internet users from coming in.